

Get Trained for a Hybrid Mac and PC environment

Course Description

Mac support for PC Technicians is a two-day, hands-on course that provides an intense and in-depth exploration of features and troubleshooting of Mac OS X compared to Microsoft Windows. This course is designed to give you a tour of the breadth of functionality of Mac OS X and the best methods for effectively troubleshooting issues that arise.

Who Should Attend

This course is for PC help desk specialists, technical coordinators, service technicians and others who come across Mac OS X clients in PC environments.

What You Will Learn

- Installation: Set up stand-alone Mac OS X workstations while comparing the setup process to Microsoft Windows.
- Users and Permissions: Create user accounts so that multiple users can share a workstation, each user having a personal account and workspace. During this chapter we will compare the different types of users and permissions available and how they compare to Microsoft Windows.
- How to use Mac OS X Server tools to monitor and troubleshoot services.
- File Systems: Compare the Mac OS X file System to the Windows file system as well as comparing tools that are available.
- Application Environment: A look at the different type of Applications supported by Mac OS X.
- Network Configuration and Troubleshooting: Compare how you set up Network settings for Mac OS X compares to Microsoft Windows.
- Accessing Network Services: Compare the type of services Mac OS X can connect to and how they are accessed.
- File and Internet Sharing: We take a look at the built in network services Mac OS X can supply compared to Microsoft Windows.
- Peripherals: How peripherals are supported in Mac OS X, with an emphasis on USB, FireWire, and Bluetooth buses.
- Printing: Compare the CUPS print engine used in Mac OS X to Microsoft's print engine.
- Start-up Sequence: Troubleshooting the different stages of the Mac OS X start-up sequence.
- Troubleshooting: Using the troubleshooting flowchart, review the various resources and practices to troubleshoot workstation problems.

Students should have the following prerequisite knowledge prior to attending this course:

- Basic Microsoft Windows experience
- Basic troubleshooting experience

This course is taught in English.

Certification: There is no certification exam with this course, but you will receive an attendance certificate on completion of the course. MSPC Tech is a skills based, specialist training course.

College of MultiMedia is an Apple, Adobe and Digidesign Authorized Training Center, offering courses that are part their official Training Programs.

For PC system administrators: CMM also offers official training for Mac OS X System and Server plus Apple certification examinations.

Additionally we offer Snow 101, Mac Basics 101 and iLife courses for beginners.

Please visit our website for a complete course overview. www.cmm.nl



Mac Support for PC Technicians

Duration: 2 days

Time: 10.30 hrs. tot 17.30 hrs.

Price and date*: Information on pricelist
(including lesson material and lunch)

* The course fee must to be paid prior to the first course day.